



Nov/Dec 2004
Vol. 1, Iss. 8

Newsletter

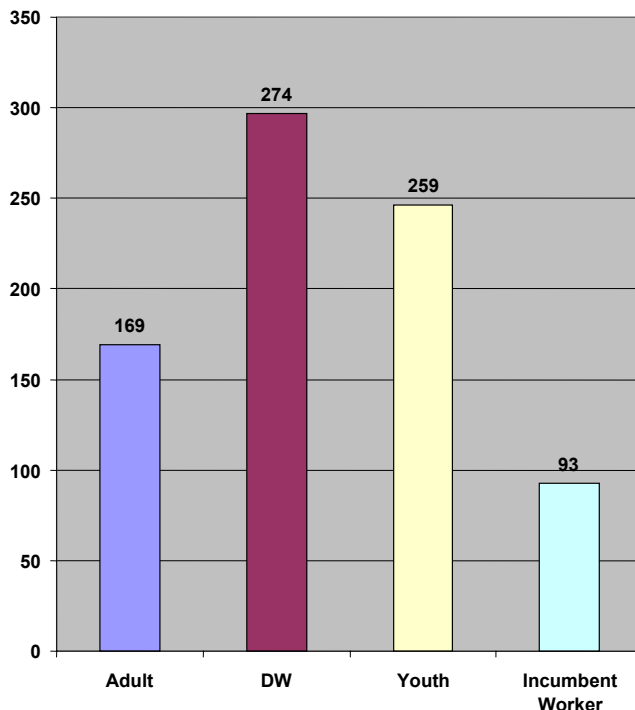
Good Things are Happening in Durham

WORKFORCE DEVELOPMENT NEWS

PROGRAM STATISTICS

As of October 31, 2004, there were 795 participants being served in WIA programs. This included 169 in the adult worker program, 274 in the displaced workers program, 93 in the incumbent worker program, and 259 in the youth program (16 older youth (19-21), and 243 younger youth (14-18).

See "Detailed Program Information", pg 8.



UNEMPLOYMENT RATE

Durham County's seasonally unadjusted unemployment rate fell in September to 3.2%. The .6% decrease from August is not all good news however. The unemployment rate decrease because 1,894 workers dropped out of the labor force between August and September, decreasing the number of unemployed by 829, which accounted for the lower unemployment rate.

Civilian Labor Force Estimates for Durham County				
	2003		2004	
	Aug	Sept	Aug	Sept
Labor Force	130,905	130,601	131,957	130,063
Employed	124,125	124,589	126,966	125,901
Unemployed	6,780	6,378	4,991	4,162
Rate %	5.2%	4.9%	3.8%	3.2%
Source: NC Employment Security Commission				

AW NORTH CAROLINA, INC. DONATES COMPUTERS TO JOBLink

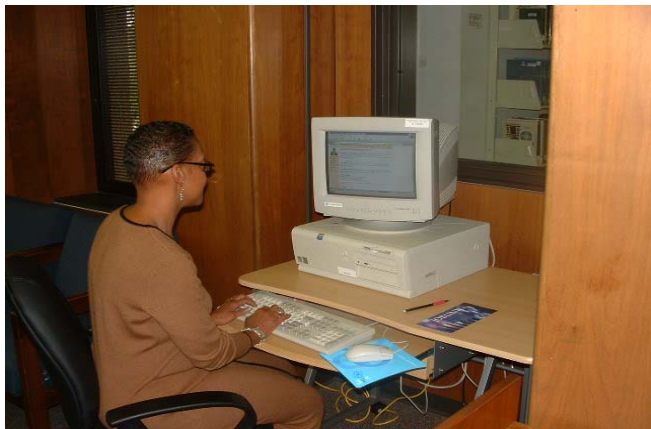
On behalf of the Durham Workforce Development Board and the Durham JobLink Steering Committee, we would like to thank AW North Carolina for their donation of eight computers to the Durham JobLink Career Center. These computers

will be used to equip our next scheduled non-comprehensive site in the Hope VI area and to update the active informational satellite sites in Durham County.

This gesture was made possible by the active support of our fellow Durham Workforce Development Board and JobLink Steering Committee member, William H. Collins, Jr., General Manager, Human Resources of AW North Carolina, Inc.
Thank You Will!

NEW JOBLINK SATELLITE SITE AT DURHAM COUNTY LIBRARY

A new JobLink Informational Satellite Site was opened at the Durham County Main Library on October 15, 2004. Two computers were added on the second floor to provide internet access to employment information and job listings. This site will also have ongoing information about different employment services and provided throughout the community.



The collaborative effort and partnership between the Durham County Library, the Durham Workforce Development Board JobLink Career Center will contribute in helping improve the lifestyle of Durham Residents who seek to better themselves through employment opportunities.

WHOA

The Durham Youth Council's year round program now has a new name, Working Hard on Achieving (WHOA) had its first meeting on Monday, October 18th at the Durham County Library. This meeting, a meet and greet session, provided information about WHOA including program goals. The students were asked to come to the next meeting with input on program name and future topics they would like to focus on as a group. The second meeting was held on Monday, November 15th and focused on basic skills and career assessments. WHOA will meet every 3rd Monday of the month with different focus on education and/or employment topics.

YOUTH COUNCIL MEMBER OF THE MONTH

Thanks to Bart Scott who joined the Youth Council this summer and has been very involved with the Youth Voice committee. Bart is the founder of "Staying True Regardless Is Vital Always" (S.T.R.I.V.A), a year round urban Christian ministry that targets at-risk youth between the ages of 12 and 21. S.T.I.V.A's mission is to provide on the job training (OJT) opportunities in areas that will enhance the community in which youth live. Training opportunities are provided in the construction, landscaping, and industrial cleaning trades. In addition, young adults are provided life coping skills classes. It has been the experience of S.T.R.I.V.A staff that if you have someone to build and clean something, they are less likely to be the ones to tear it down.



GOVERNOR AWARDS RE-CHARTER TO DURHAM JOBLINK CAREER CENTER

Governor Mike Easley and Don Dixon, chairman of the NC Commission on Workforce Development were pleased to designate the Durham *JobLink* Career Center, a chartered North Carolina *JobLink* Career Center. The charter certifies that the JobLink has satisfied the requirements of the revised chartering criteria for *JobLink* Career Center's as established by the North Carolina Commission on Workforce Development. This designation signifies that the JobLink center is an integral part of North Carolina's workforce system and has met the standards for quality in service delivery.

The North Carolina Commission of Workforce Development developed a *JobLink* Career Center chartering process as the framework for assuring a consistent level of quality service delivery in the system. Originally developed in 1996, this document represents a revision of the original chartering criteria. To ensure continuous improvement a quality assurance Matrix was implemented. The achievement of meeting these criteria was and still is imperative in being awarded a re-charter status in the future.

The Durham *JobLink* Career Center is happy to announce this achievement, as it has been awarded declaration of re-charter status effective October 1, 2004. This award is valid through October 1, 2007.

CATALYST SOLUTIONS IT HIRES THREE WIA PARTICIPANTS

Congratulations to Glenn Bookhout, William Craig and Everalld McGregor, three of our cycle one Catalyst Solutions students who have attained full-time employment with the company.



INCUMBENT APPLICATIONS BEING ACCEPTED!

Any companies/businesses interested in submitting an application for the "Incumbent Worker" grant program, is asked to adhere to the following schedule:

Due In WDB Office	Funding Awarded
Nov. 15, 2004	Dec. 15, 2004
Jan.17, 2005	Feb 15, 2005
Mar 14, 2005	Apr 15, 2005
May 2, 2005	June 1, 2005

Applications can be hand delivered or mailed to the Office of Economic & Employment Development, 101 City Hall Plaza; Durham, NC 27701. Please feel free to contact the Durham Workforce Development Board at 919-560-4965 with any questions.

NATIONAL STUDENT PARTNERSHIPS (NSP) TOURS JOBLink CAREER CENTER

National Student Partnerships (NSP) is a student-founded student-run nonprofit organization, operating a national network of drop-in resource centers. NSP's office provides services to the community by partnering with businesses and social service providers to connect people to the opportunities they need to reach their goals. Student volunteers fill critical gaps by providing individualized, immediate research, and problem solving services to community residents.

The Durham *JobLink* Career Center staff identified this organization as being a potential team support for a new *JobLink* Partnership. The organization is currently located at:

331 West Main Street
Suite 604
Durham, NC 27701

NSP's mission is to ensure that all persons have access to the services, opportunities, and attention they need in their pursuit of employment, self-sufficiency, and personal success. There is no doubt a partnership would be in line with the JobLink Career Center's mission: The engagement of partners delivering high-quality employment, education and training, and support services to both individuals and employer customers throughout the Durham community.

DURHAM JOBLINK CAREER CENTER OFFERS DISABILITY PROGRAM NAVIGATOR

The Durham Workforce Development Board (DWDB) has partnered with the Capital Area Workforce Development Board (CAWDB) to begin offering Disability Program Navigator (DPN) services at the Durham JobLink.

A Round IV Work Incentive Grant (WIG) funded by the US Department of Labor was awarded to CAWDB in July, and they have subcontracted provision of services to Community Partnerships, Inc. Community Partnerships was the recipient of a Round II WIG in 2002 and has been providing similar services in Wake and Johnston counties.

The new grant provides continued funding for staff, in JobLink Career Centers, with disability-related expertise and supports the expansion of services to Durham.

The grant will fund a Disability Program Navigator to work as a partner at the Durham JobLink Career Center providing employment counseling, information and referrals to community resources for job seekers with disabilities. The DPN will also work one-on-one with individuals needing additional assistance and is available to serve those who may not qualify for traditional disability services. The DPN will collaborate with other partner agencies to share resources and job leads and will provide advocacy and training to employers to increase job opportunities for individuals with disabilities.

This project is being funded around the country to help individuals with disabilities "navigate" the benefits and employment-related service delivery system so as to increase employment opportunities and self-sufficiency. For more information please contact Nancy Kent at 469-1406, ext. 201.

JOB SEEKING SKILLS WORKSHOP

On September 28, 2004, the JobLink staff hosted a job seeking skills workshop from 2:00-4:00pm. Guest speaker Shawn Graham, Associate Director of UNC MBA Career Services, presented a workshop on effective resume preparation, interviewing skills, and follow-up procedures. He also reviewed resumes of class participants and offered additional services after the workshop.



KUDOS FOR THE CITY'S RE-ENTRY PROGRAM

The City's re-entry program recently received praise from the manager of the Storm Water division of Public Works. He stated that the two (2) employees hired by the division have been excellent employees. Both report to work on time, have a good work ethic, and are eager to learn. The division is very pleased with both individuals.

JOBLINK FIRST ANNUAL EMPLOYER SEMINAR

In October, the Durham JobLink Career Center hosted its first annual Employer Seminar on disability topics, to celebrate National Disability Employment Awareness Month. This event attracted participants from small and large businesses as well as agency employers. The Durham JobLink plans to hold this event each October to educate and update area employers on disability and diversity topics.

Keynote Speaker Tim Daly, author of Ramping Up for Profits and a person with a disability himself; spoke on how to change attitudes towards persons with disabilities in the workplace. Concurrent sessions were held and included: Successful Job Accommodations Made Simple, Learn from Experience, and Disability Laws. Anne Hirsch from the Job Accommodation Network presented Successful Job Accommodations Made Simple and discussed what strategies employers can implement to facilitate successful and cost-effective accommodations for new and retained workers. Local area employers Jerry Stalls from Stalls Medical, Sherry Henley from Blue Cross Blue Shield, Deanna Merrell from Washington Duke, and employee Todd Richardson from Stalls Medical were the presenters for Learn from Experience and spoke on how they successfully dealt with real disability issues and shared their personal success stories. Kristy Eubanks of McLaurin Parking and Meredith College and Richard Walz, Director of Raleigh EEOC, presented Disability Laws and reviewed the spirit of such laws and their effects on the workplace. The Seminar ended with a networking lunch where seminar participants mingled with and learned from a variety of community resource exhibitors.

The event, held at Durham Technical Community College's Glaxo Wellcome Technology Center, was sponsored by Blue Cross Blue Shield, Raleigh Wake Human Resource Management Association, Durham Technical Community College, Greater Durham Chamber of Commerce, Vocational Rehabilitation, Durham Employment Security Commission, and the Work Incentive Grant Teaming for Employment Access in North Carolina.

Earmark your calendars: Next October, Durham County ESC JobLink Career Center will host the 2nd annual Employer Seminar on disability and diversity issues. If you are interested in participating in next year's event, let us know, so we can keep you updated on site, date and event specifics. Please **call (919) 560-6880 x240 or email kathy.elliott@ncmail.net**. Companies interested in posting jobs at the Durham JobLink or needing information on free and professionally facilitated disability awareness training, tailored for business teams, can call or email the above contact.

JOBLINK HOLDS FOCUS GROUP IN QUEST OF CONTINUAL IMPROVEMENT

In early November, the Durham JobLink Career Center held a focus group to determine the needs of JobLink customers with disabilities. Sponsors of the event were Teaming for Employment Access in North Carolina and Community Partnerships, both North Carolina Work Incentive Grants. Gene Scott, Director of the Workforce Development Institute, facilitated the focus group. Seven people participated representing several disability groups: substance abuse, physical, visual, cognitive, learning, and emotional disabilities. The purpose of the focus group was to solicit the thoughts of people with disabilities themselves on physical and

programmatic accessibility of the JobLink Center, quality of JobLink services, and local employment opportunities. Kathy Elliot, Durham ESC Manager, opened the meeting by welcoming everyone to the JobLink and encouraging them to share their thoughts openly and honestly. The results of the focus group will assist the Durham JobLink Career Center staff in their quest for continuous improvement and will allow them to make the Center more welcoming to jobseekers with disabilities.

JOB FAIR AT W.D. HILL – JOBLINK SATELLITE SITE

On November 3rd, 2004, the Durham JobLink Career Center held a Job Fair at the W.D. Hill Recreation Center satellite site. It was a collaborative effort between the Durham Workforce Development Board, the Durham JobLink Career Center, City of Durham Parks and Recreation, Weed & Seed from Housing and Community Development, and Partners against Crime District (PAC) 4.





Employers participating in the Job Fair included: North Carolina Central University, Diversified Staffing Solutions, Chick-fil-A, City of Durham's Human Relations Department, and Comprehensive Community Care. Inc., Durham Technical Community College, John Avery Boys & Girls Club, City of Durham's Police Department, JobLink/ESC, United States Marine Corps., Papa John's, and the City of Durham's Human Resources Department. An estimated 100 jobseekers from Durham County attended the event, which was held from 10:00a.m. - 6:30p.m., to apply for positions, submit resumes, and obtain employment information.

At least six individuals were hired on the spot, and seven are pending offers!



DETAILED PROGRAM
INFORMATION
(CONTINUED FROM FROM PG 1)

The information below is a summary of current program enrollment by contractor.

**Department of Social Services
(Journey to Success)**

The Department of Social Services is providing services to:

- 105 adult workers,
- 119 displaced workers

Employment Security Commission

The Employment Security Commission is providing services to:

- 54 adult workers
- 155 dislocated workers

New Enrollment (Sept/Oct)

- 1 dislocated worker

Durham Public Schools

Durham Public Schools is providing services to:

- 204 younger youth (14-18)
- 7 older youth (19-21)

Center for Employment Training

The Center for Employment Training is providing services to:

- 18 younger youth (14-18)
- 9 older youth (19-21)

New Enrollment (Sept/Oct)

- 1 older youth (19-21)

WHOA

The Office of Economic and Employment Development is providing year-round youth services to:

- 20 younger youth (14-18)

Catalyst IT Solutions

Catalyst Solutions is providing on-the-job training in web development to:

- 10 adult workers

Training

Of the 794 participants enrolled in WIA programs, 427 are currently enrolled in training. This includes:

- 309 adult/dislocated workers
- 93 incumbent workers
- 9 older youth (19-21)
- 16 younger youth (14-18)

ARTICLES OF INTERESTS

New report says technological innovation caused more job loss than off-shoring

The Government Accountability Office has issued a report, "Current Government Data Provide Limited Insight into Off-shoring of Services," (GAO-04-932, September 2004) which finds little evidence for claims of massive damage due to off-shoring. Of the 1.5 million jobs lost last year in mass layoffs, less than 1 percent was attributable to overseas relocation. In 2002, only about 3 percent of the money directly invested by American companies overseas went to developing countries. The report claims that technological innovation is

responsible for a far greater number of jobs lost than outsourcing. For example, according to the Bureau of Labor Statistics, nearly 5,000 workers were laid off because of off-shoring in the first quarter of 2004. Over that same period, Kodak announced layoffs of 15,000 workers due to growth in digital photography and reduced demand for film. Regarding public sector off-shoring, the total dollar value of the federal government's offshore services contracts grew no faster than total federal services contracts. No comprehensive studies show the extent of services off-shoring by state governments. For more information, see <http://www.gao.gov/new.items/d04932.pdf>.

ACCOLADES

The following are letters that were sent to recognize the service received through the Durham JobLink Career Center.....

"Ms. Buchner,

I apologize for the delay in responding to your email. I was cleaning out my email box this morning and I noticed your email. Actually, I graduated from Wake Tech on July 30, 2004 with an AAS in Culinary Technology. I am currently working at Eagle Ridge Golf Club as the executive chef.

I would like to thank you and your staff at the Durham ESC office, especially Mrs. Lisa Nelson-Smith and Mrs. Diane Watts. The two of them are great assets to your organization and it was a joy and a blessing to work with them.

If you ever need my assistance promoting the program please don't hesitate to contact me.

Regards,
Timothy R. Cozart,
Executive Chef Eagle Ridge Golf Club
Phone: 919.661.6300 x211

Greater Joy Missionary Baptist Church, Inc.

Bishop James E. Daniel, Pastor & Founder

P. O. Box 11655
Fax (919) 688-0339

717 Hardee Street

Durham, NC 27703

Telephone (919) 688-5888

October 11, 2004

Mr. Humberto Mercardo
City of Durham – Office of Economic Development
101 City Hall Plaza
Durham NC 27702

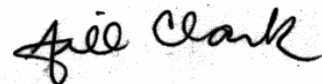
Dear Mr. Mercardo,

Joyland Foundation, in conjunction with Greater Joy Baptist Church, would like to thank you for your recent contribution to our Annual Community Magic Festival. Without your help, our event would not have been possible.

Because you were willing to open your heart, we had an opportunity to give back to our beloved community. We feel that we can speak on behalf of this community when we extend our sincere gratitude and appreciation. Once again thank you!

With the love of Christ,

Bishop James E. Daniel
Pastor & Founder



Jill Clark
Event Coordinator

Belinda M. Greene, Administrative Assistant

Georgia C. Owens, Church Clerk

UPCOMING EVENTS

December Meetings

- Executive Committee
Wednesday, December 1, 2004 at 8:30 A.M.
JobLink/ESC
- JobLink Steering Committee
Thursday, December 2, 2004 at 9:00 A.M.
JobLink/ESC
- Careers in Hospitality
Thursday, December 9, 2004 at 10:00 A.M.
Durham Convention & Visitors Bureau
- Priority II Committee
Friday, December 10, 2004 at 4:00 P.M.
Central Carolina Bank
- Youth Council
Tuesday, December 21, 2004 at 9:30 A.M.
Durham Marriott at the Civic Center
- Workforce Partners
Wednesday, December 15, 2004 at 2:00 P.M.
TBA

January Meetings

- JobLink Committee
Thursday, January 6, 2004 at 9:00 A.M.
JobLink/ESC
- Careers in Hospitality
TBA
- Priority II Committee
TBA
- Youth Council
Tuesday, January 18, 2004 at 9:30 A.M.
Durham Marriott at the Civic Center
- Workforce Development Board
Wednesday, January 19, 2004 at 3:30 P.M.
JobLink/ESC
- Workforce Partners
Thursday, January 20, 2004 at 2:00 P.M.
TBA

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This Newsletter is published bi-monthly by the Durham Workforce Development Board.
101 City Hall Plaza Durham, NC 27701
919-560-4965

